

Issue Date: November 4, 2015



GAS FURNACES

DS-GF111510

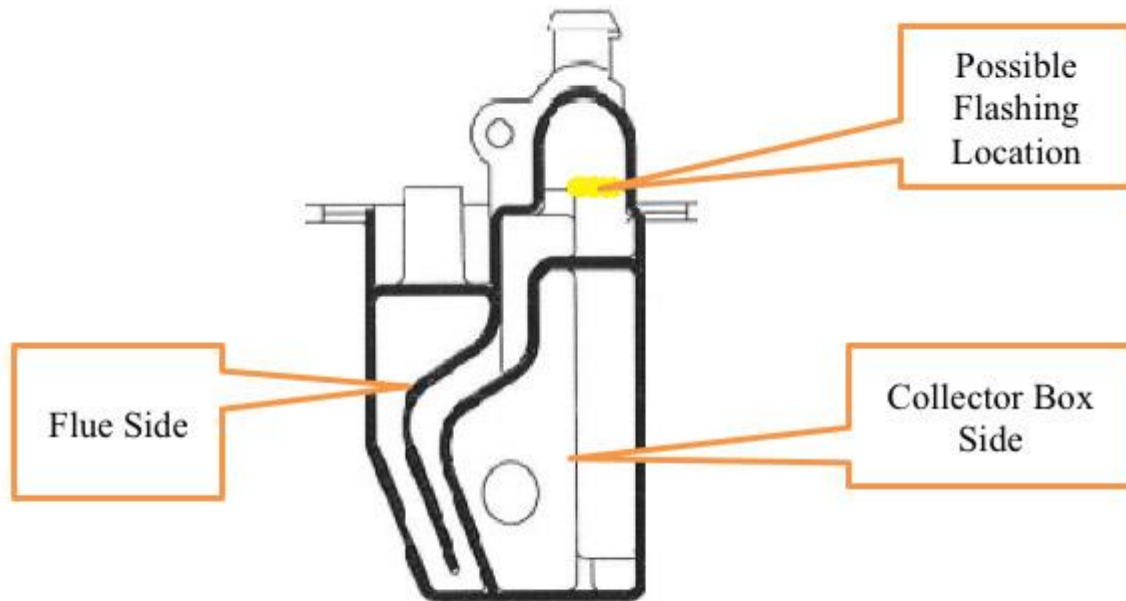
PRODUCT ALERT

Units Involved: R92P, R95P, R95T, R96P, and U96V-All Inputs

Date Codes Involved: W0515-W3415

Details:

A few furnaces manufactured within date code W0515 through W3415 may experience a failed drain trap. Fault code 59 water sensed/blocked drain and Fault code 10 soft lockout will be alternating on the seven segment LED's with a call for heat if the drain trap is defective. The drain trap defect is due to a maintenance issue in a drain trap mold resulting in flashing, extra plastic material overflowing in the molding process, sealing the collector box side of the trap. The drain trap molds have been corrected and additional maintenance steps have been put in place to prevent this issue from occurring in the future. Additionally, 100% inspection of drain traps was implemented September 30th by both Ruud and our supplier.



Recommended or Required Action:

Drain traps in furnaces within date code W0515 through W3415 should be inspected during the furnace installation. If flashing is present the drain trap is defective and must be replaced. Drain traps have been inspected and will be provided within normal warranty process through Rheem/Ruud replacement parts. Removing the excess flashing from the drain trap is not recommended. For reliable furnace operation the drain trap should be replaced. Please contact your assigned district technical representative with any questions.

Thank you for your continued support of Ruud products.

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